



Residential Gas

Your Electric Ireland Pay As You Go Gas Statement

A simple guide to
help you understand

electricireland.ie/residential

Smarter Living

electric
ireland

Getting to know your statement

Our Electric Ireland Pay As You Go Gas Statement is designed to make it quick and easy for you to understand.

Please note that statements are for information purposes only and are not a bill. We will send you a minimum of one statement per year and a maximum of three. Your statement will include:

- Total top ups purchased towards gas usage
- Information on your consumption (gas usage per kWh)

If you have any questions, please call **1850 372 372** Monday to Saturday, 8am to 8pm, or email us on **gas@electricireland.ie** and a member of our customer care team will be happy to help.



Statement Period

This is the period for which your top up details are shown.

GPRN Number

The Gas Point Registration Number (GPRN) clarifies your connection to GNI (Gas Networks Ireland) networks and is unique to your current premises. You will need to quote this number if you call GNI with a query.

Account Number

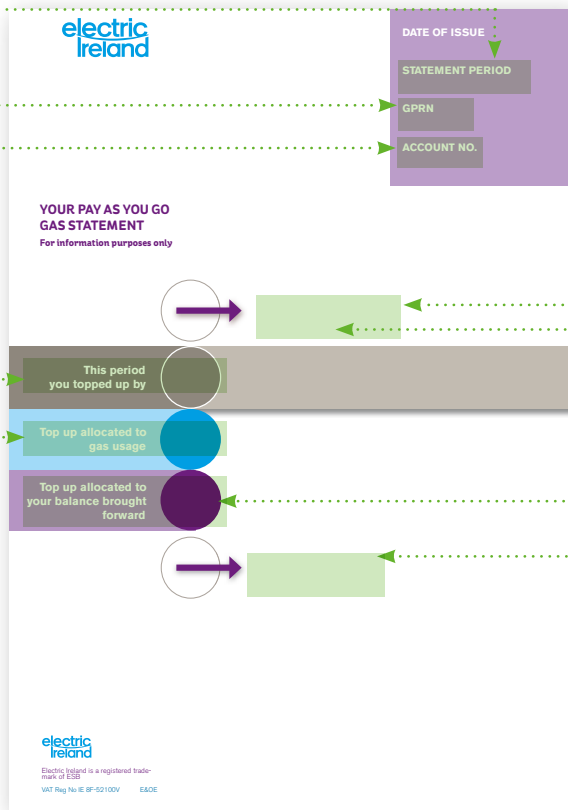
This is your Electric Ireland Gas account number. Always quote this number when contacting Electric Ireland in relation to your Gas account.

This period you topped up by

This is the total amount of top ups purchased for the statement period shown.

Top ups allocated to Gas usage

This is the total amount of top ups made that went towards your Gas usage.



Balance Brought Forward

This is your balance brought forward from the beginning of this statement period.
dr = Debit balance
cr = Credit balance

Top ups allocated to your balance brought forward

This is the total amount of top ups made that went towards your balance brought forward (if any).

Outstanding Balance


This is your total balance remaining at the end of this statement period.

Your top up details

This is a breakdown of each individual top up made for the statement period.

Gas Usage

This is your Gas usage for statement period.

 **YOUR TOP UP DETAILS**
for information only
NO. OF TOP UPS FOR THIS PERIOD:

Customer Service
Please have your account number to hand when you contact us. We can only discuss account information with the account holder. 1850 372 372 Mon-Sat 8am-8pm
Minicom 1850 372 707 (for hearing impaired customers with Miticom equipment)
00 353 1 852 9554 (International Customers)
Email: gas@electricireland.ie
Address: Electric Ireland, PO Box 841,
South City Delivery Office, Toghre, Cork.

Emergency
For emergencies, supply interruptions, or to report dangerous situations call Gas Networks Ireland: 1850 20 50 50

Connection & Metering
For new connections, alterations to the service or meter position call Gas Networks Ireland: 1850 200 694

Complaints
Call: 1850 372 372
Email: gas@electricireland.ie
If not resolved to your satisfaction, please write to Electric Ireland Complaints Facilitator, PO Box 12523, Dublin 9 or email: complainfacilitator@electricireland.ie
If you have completed the complaints process and you feel your complaint still has not been resolved to your satisfaction, you can contact the Customer Care Team at the Commission for Energy Regulation: 1890 404 404 or email: customerservice@cer.ie

Payment Options
You can buy credit for your Pay As You Go meter at any shop or garage displaying "Payzone" logo.
Visit www.payzone.ie to find your nearest outlet and opening times.

Only top ups made in an authorised Payzone retail outlet will be reflected on your statement

Carbon Tax
From the 1st May 2012 the rate of carbon tax levied is 0.370 cent/kWh consumed.

Do bhuité as Gaeilge
Má theastairín uait do rianais a tháil i rGaeilge, ábhaid nómphóist ábhaid rólais@electricireland.ie nó glaoigh ar 1850 372 372, agus beimid sísta an sóraí sin a dhéanamh duit.